

Q&A 19KV4221Q0004 Installation and Maintenance of Residential Alarm Systems

Presentation: 19KV4221Q0004 Installation and Maintenance of Residential Alarm Systems

Presentation of RFQ – Requirements within SOW- RSO and Procurement Office

***Offer due Date 07/22/2021 @ 15:00.

***Include on your quote, DBA insurance (either in total price of year or as separate line)

SECTION 3 , A.1.

The Offeror shall include Defense Base Act (DBA) insurance premium costs covering employees. The offeror may obtain DBA insurance directly from any Department of Labor approved providers at the DOL website at <http://www.dol.gov/owcp/dlhwc/lscarrrier.htm>

***Within your price quote, please include the system(brand) with all the technical specification.

***Complete within RFQ the following part of clause SECTION 5 - 52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (OCT 2020).

***SAM registration – Vendor should complete this registration before the award take place or before the offer is submitted. www.sam.gov

***Questions should be addressed in written to PristinaProcurement@state.gov , and the respond will be forwarded to all the vendors that participated within this site visit.

***Every vendor should complete SF1449, cover page 17a, 19 from 23 through 26(prices), 30a, 30b and 30c.

***When you submit the offer, please include your company license, training licenses to operate and statement that your company is capable to fulfill all the requirements within RFQ.

***References are welcome to be part of your package.

***Note: Embassy will not purchase any of China products that are prohibited based on Section 889, NDAA (refer to the SECTION 5 - 52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (OCT 2020).

(1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);

1. Will the Embassy provide internet/ethernet access for central server and will the USG be able to provide a static IP? We will work through our IT department regarding internet and static IP.
2. Is all equipment to be replaced?
Yes. All sensors, computers, CPUs, etc.
3. Who is to provide the computer, software and central server?
Vendor is to provide all.
4. What display format is required for alarm display?
Residence list is required. No maps or GIS tools are needed. Our staff know the locations of each residence.
5. Who is to provide the SIM card, who owns?
Vendor is to provide IPKO SIM card. Build into proposal. *Potential to work with Embassy procurement/billing options?*
6. Where is the data to reside? Stand alone or cloud?
Server and information is to be on a stand alone system. If software or hardware updates are required, they will have to be done onsite.
7. Will there be any specific VPNs or Embassy equipment involved.

No Embassy equipment will be involved. Vendor to provide alarm compatible solution for a reliable and secure standalone system.

8. Must all equipment be wired.

No. Vendor may a combination use contact sensors, wired and wireless equipment in residences.

9. How often are there 24/7 immediate action calls?

Not very often. In the last year we have not had any calls that required the vendor to immediately respond within two hours. Again, this ties into product reliability and the vendor providing schematics and troubleshooting guides for our guards. Our guards are often onsite much faster than the vendor. They are the fastest to respond and this enables us to schedule appointments with the vendor and resident to address issues beyond basic troubleshooting.

Other items of discussion:

1. Banned Country of origin list.
2. Utilization of commercially available equipment that is readily available – equipment that is available, has been used by vendor before and known reliable
3. RFQ main points that should be considered:
 - Product reliability and solutions. This keeps our residents safe, minimizes false alarms and keeps us all happy.
 - Provide best value technical proposal.
 - Provide project management. This entails providing schematics and troubleshooting guides/manuals to Embassy staff, proposing and coordinating schedules with staff, vendor and residents.
 - Vendor response times of two hours, 24/7 Vendor availability for troubleshooting.